DOCUMENT RESUME

ED 166 447 CE 019 795

AUTHOR	Burch, Geralyn H.
TITLE	Task Simulation: Word Processing. Teacher [and Student Manuals], B. Correspondence Secretary.
INSTITUTION	Clemson Univ., S.C. Vocational Education Media Center.; South Carolina State Dept. of Education, Columbia. Office of Vocational Education.
SPONS AGENCY	South Carolina State Dept. of Education, Columbia.
PUB DATE	78
NOTE	19p.; For related documents see ED 155 303, ED 155 400-478, CE 019 471-478, CE 019 480-489, and CE 019 792-801 ; Parts may not reproduce clearly due to colored background
AVAILABLE FROM	Vocational Education Media Center, 10 Tillman Hall, Clemson University, Clemson, South Carolina 29631 ($5.00)
EDRS PRICE	MF-$0.83 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; *Business Correspondence; Independent Study; *Learning Activities; *Office Occupations Education; *Organizational Communication; *Performance Based Education; Postsecondary Education; Real Estate Occupations; Secondary Education; Secretaries; Simulation; *Typewriting; Vocational Education; Worksheets
IDENTIFIERS	Vocational Technical Education Consortium States

ABSTRACT

This task-simulation learning module on being a correspondence secretary in a realty office for secondary and postsecondary teachers and students, the fifth in a series of eleven task and in-basket simulations, was designed to provide individualized instruction in office occupations courses, such as introductory business and typewriting. (Each of the modules in the set is designated A, B, or C, representing level of difficulty from, respectively, easy to difficult.) The module is divided into two parts. The first, developed for teacher use, includes the following: teacher instructions; definitions of tasks and in-basket simulations; objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; completion time; method of evaluation; definitions of terminology; pre-test with answer key; and answer keys for four learning tasks. The second part, developed for student use, includes the following: objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; description of simulation situation; instructions for four learning tasks; and worksheets. (This module was developed around performance objectives 74, 79, 77, and 84 of the V-TECS [Vocational-Technical Education Consortium of States] Secretarial Catalog. Other related office occupations instructional materials are available in ERIC--see note.) (EM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED166447

TASK SIMULATION

WORD PROCESSING

TEACHER

B

CORRESPONDENCE SECRETARY

Developed by

Geralyn H. Burch

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

© 1978 South Carolina Department of Education

CE 019 795

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Arthur K. Jensen

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

TEACHER INSTRUCTIONS

The task and in-basket simulations have been developed to supplement performance objectives in the V-TECS Secretarial Catalog. The simulations are designed for individualized instruction and can be used in several office occupations courses. Teachers involved in a 1976 EPDA workshop wrote the simulations and tested these materials in their classrooms. Suggested time limits may vary according to the ability and experience of your students.

The level of difficulty is noted on each simulation. "A" indicates an easy simulation, "B" average, and "C" difficult. This rating may vary according to the capabilities of your students. Pre-tests are included in the task simulations.

Students should not write on the simulations. Answer sheets for the in-basket simulations are included in the teacher materials and should be duplicated as needed. The teacher key for in-basket simulations reflects one correct method of listing priorities. Evaluation should be flexible. If a student can justify answers which differ from the suggested answers, they should be accepted as correct. You may prefer to use the in-basket simulations as learning experiences rather than for evaluation purposes.

Teachers should complete each simulation before making assignments to students. You must be familiar with the contents in order to answer questions. Avoid giving too many directions and hints. The purpose of the simulations is to teach your students to think and to make decisions under pressure.

Prior to using the Word Processing simulations, students should be familiar with the list of terms which accompany each word processing simulation.

DEFINITIONS

A task simulation is an instructional technique in which the learner performs several different tasks. The simulation requires that the learner use previously acquired skills and knowledge in order to complete the tasks. An in-basket simulation is a technique in which a specific position is described and in which the learner is required to make decisions about the priority of each task described in the simulation. In an in-basket simulation, tasks are not performed by the student but are listed in order of priority.

THIS TASK SIMULATION CORRELATES WITH V-TECS PERFORMANCE OBJECTIVES 74, 79, 77 and 84 OF THE SECRETARIAL CATALOG

TITLE:

Correspondence Secretary

OBJECTIVE:

After reading the instructions that follow and obtaining the necessary supplies, the student will be able to complete the following tasks in mailable form in approximately 1½ – 2 hours.

Task 1 – Type an interoffice memo from a handwritten copy.

Task 2 – Type a letter in full block style from taped dictation.

Task 3 – Type a listing from a handwritten copy.

Task 4 – Type a centered table from a rough draft copy.

PRIOR STUDENT EXPERIENCE:

Typing I and II are prerequisites for this simulation; however, if the student has completed Typing I and is currently enrolled in Typing II, the student may also do this simulation. If an automatic typewriter is available, the student should be able to operate the machine. If an automatic typewriter is not available, the student should have been instructed in the typing of spirit masters.

COMPLETION TIME:

1½ – 2 hours maximum for the average student.

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES:

Electric or automatic typewriter, cassette recorder and taped dictation, typing paper and eraser, carbon paper, pen or pencil, envelope, dictionary, spirit masters, V-TECS Secretarial Catalog.

METHOD OF EVALUATION:

Teacher will correct students' work using the keys that are attached. A pretest is included to determine whether students are ready for this simulation.

NOTE:

Make a tape by dictating the letter for Task 2 from the answer key that is provided in this package.

WORD PROCESSING TERMINOLOGY

1. Word processing is the automation of the typing function starting with the dictator (word originator) and ending with the dispatch of the written document. It involves the use of power or automated typing machines, magnetic dictation units, and rapid messenger service back to the originator.

2. MCST stands for magnetic card selectric typewriter.

3. MTST stands for magnetic tape selectric typewriter.

4. A memory typewriter is an automatic typewriter which can store recorded material in its memory. This material can be recalled and used at a later time. As many as 200,000 characters can be stored in this machine.

5. A correspondence secretary is a person whose principal duty is production typing.

6. An administrative secretary is a secretary whose duties include various secretarial tasks other than production typing.

7. An originator is a dictator.

8. A principal is a person who is assisted by one or more administrative secretaries.

9. Automatic typewriters are any typewriters that are controlled by automated means. Various input medias such as magnetic cards, magnetic tape, etc., are used with these machines.

10. Turn around time is the time it takes the document to get from the originator through the center and back to the originator.

11. Reverse printout is a process in which the typewriter prints from left to right, as is usual, and on the next line will print from right to left. Xerox and Linolex companies use the reverse printout principle.

12. A cathode ray tube is an electronic vacuum tube containing a screen on which information can be displayed. The abbreviation CRT is frequently used to refer to a cathode ray tube.

PRE-TEST

Directions: Record your answers on a separate sheet of paper.

1. Proofread the following rough draft memorandum and find five errors. Record them on five separate lines on your answer sheet.

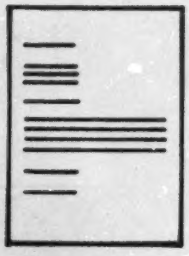
To: Kay Wright, Fashion Director Date: November 18, 19--
From: Larry Moran, Manager Subject: October Sales

Dear Kay:

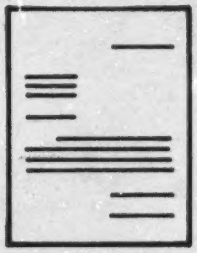
As you know, Fashion Isle is having their biggest sales year? Do your sales reports indicate a 15 to 20 percent increase over last year.

At a recent stockholders meeting, our sales for last month were questioned. Please submit you're most current reports to me as soon as possible.

2. Record the letter(s) below that illustrate(s) the full block(ed) letter style.

a. 

b.

c. 

3. Record the letter(s) that represent the correct answer(s).

A. A colon after the salutation and a comma after the complimentary closing illustrate

(a) mixed (standard) punctuation
(b) open punctuation
(c) closed punctuation

KEY FOR PRE-TEST

1. (a) No salutation (Dear Kay:) is needed on a memorandum.
   (b) No question mark after first sentence is needed.
   (c) A question mark in the second sentence is needed.
   (d) The word stockholders needs an apostrophe s in the third sentence.
   (e) The word you're should be your in the last sentence.

2. a

3. a

TASK 1 ANSWER KEY

INTEROFFICE MEMORANDUM

TO: All Salespersons

FROM: Robert Abbott

SUBJECT: Sales Meeting

DATE: July 22, 19--

There will be an important sales meeting at 8:30 a.m. Friday, July 24, in the conference room. All salespersons must attend.

TASK 2 ANSWER KEY

July 26, 19--

The Honorable James P. Spencer
The United States Senate
Washington, DC 29510

Dear Senator Spencer:

The Williamson Realty Company is having its annual Awards Banquet on September 3, 19-- at 7:00 p.m. We will be honored if you will accept this invitation to be our key-note speaker for the evening. The banquet will be held at the Columbia Sheraton.

We have invited representatives of the local and national Home Builders Associations, executives of a number of banks and loan associations, and several civic leaders of the community.

You are doing an outstanding job in helping relieve unemployment as noted through the recent passage of your public works employment bill. We will be happy if you can share some of your experiences with us at the banquet. We look forward to hearing from you soon.

Sincerely,

Ralph Williamson
President

urs

COMPANY NAME

The Honorable J.mes P. Spencer
United States Senate
Washington, DC 29510

TASK 3 ANSWER KEY

HAMPTON WOODS LISTINGS

Bel-Air Builders	
Lot 3 Block B	$43,500
Lot 6 Block R	42,950
Lot 7 Block J	53,250
Quality Construction Company	
Lot 2 Block C	$41,850
Lot 8 Block F	52,650
Lot 2 Block S	47,500
Carolina Construction	
Lot 10 Block D	$45,750
Lot 7 Block B	50,250
Modern Home Construction	
Lot 12 Block K	$39,950
Lot 5 Block N	43,500
Lot 4 BLock H	47,125
Southeastern General Contracting	
Lot 3 Block J	$54,500
Traditional Builders	
Lot 4 Block S	$46,750
Lot 6 Block K	43,000
Boggs Better Builders	
Lot 9 Block B	$51,900
Lot 8 Block Q	42,500
Lot 4 Block J	48,850
Lot 15 Block R	52,200
George Jones and Sons, Builders	
Lot 9 Block G	$38,850
Lot 11 Block C	40,000

TASK 4 ANSWER KEY

RESIDENTAL SALES

Salesperson	Sales to Date
Smith	$1,000,000
Jones	960,000
Harrillson	910,000
Bradley	853,000
Moseley	725,000
Radarman	680,000
Murphy	330,000
Centwall	250,000

COMMERCIAL SALES

Salesperson	Sales to Date
Rutgers	$1,500,000
Logans	1,375,000
Matthews	1,060,000
Wilson	890,000
Peterson	750,000
Patrick	722,000
Brown	639,000
White	525,000

TASK SIMULATION

WORD PROCESSING

STUDENT

B

CORRESPONDENCE SECRETARY

Developed by

Geralyn H. Burch

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

© 1978 South Carolina Department of Education

CORRESPONDENCE SECRETARY

OBJECTIVE:

After reading the instructions that will follow and obtaining the necessary supplies, you will be able to complete the following tasks in mailable form in approximately 1½ – 2 hours.

Task 1 – Type an interoffice memorandum from a handwritten copy.

Task 2 – Type a letter in full blocked style from taped dictation. Also, type an envelope for the letter.

Task 3 – Type a listing from a handwritten copy.

Task 4 – Type a centered table from a rough draft copy.

PRIOR STUDENT EXPERIENCE:

Typing I and II are prerequisites for this simulation; however, if you have completed Typing I and are currently enrolled in Typing II, you will also be able to complete this simulation. If an automatic typewriter is available, you should have been instructed on its operation before doing this simulation. If an automatic typewriter is not available, you should be able to type spirit masters.

NECESSARY EQUIPMENT, SUPPLIES AND RESOURCES:

Electric or automatic typewriter
Cassette recorder and taped dictation
Typing paper and eraser
Carbon paper
Pen or pencil
Envelope
Dictionary
Spirit master

SITUATION:

You are employed by Mr. Ralph Williamson as a correspondence secretary at Williamson Realty Company. You have an office by yourself and are not responsible for answering the telephone. You are not often interrupted in your work. Your name is William Beyer.

INSTRUCTIONS:

Task 1 – Follow these instructions if using an automatic typewriter: Using the attached handwritten memo, please record the memo and play out a copy for each salesperson and Mr. Williamson. Use the necessary coding so that you may put each person's name on that person's copy beside the guide word TO. You may get the names from the organization chart on page 6.

Task 1 – Follow these instructions if using an electric typewriter: Using the attached handwritten memo, please proofread and type a spirit master of the memo.

Task 2 – Using the cassette tape in this package, type for Mr. Williamson's signature the letter to Senator James P. Spencer. Also type an envelope. Make an original and one copy. A sheet of letterhead stationery is attached.

INSTRUCTIONS: (cont'd.)

Task 3 – Type one copy of the Hampton Woods Listing from the attached handwritten copy. Don't bother to center. Just double space between builders.

Task 4 – Type one copy of the table shown on the enclosed rough draft. Center vertically and horizontally on a full sheet. Use double spacing and leave ten spaces between columns. Please put the amounts in order with the largest amount of sales first in each category. The correct name and amount are shown together.

Memo

To: All Salespersons
From: Robert Abbott
Subject: Sales Meeting
Date: July 22, 19--

There will be an important sales meeting at 8:30 A.M. Friday, July 24, in the conference room. All salespersons must attend.

TASK 3

Hampton Wood Listings

Bel Air Builders

Lot 3, Block B, #43,500
" 6, " R, 42,950
" 7, " J, 53,250

Quality Construction

Lot 2, Blk. C, #41,850
" 8, " F, 52,650
" 2, " S, 47,500

Carolina Construction

Lot 10, Blk D, #45,750
" 7, " B, 50,250

Modern Home Construction

Lot 12, Blk K, #39,950
" 5, " N, 43,500
" 4, " H, 47,125

Southeastern General Contracting

Lot 3, Blk. J, #54,500

Traditional Builders

Lot 4, Blk. S, #46,750
6, " K, 43,000

Boggs Better Builders

Lot 9, Blk. B, #51,900
8 " Q 42,500
4 " J 48,850
15 " R 52,200

George Jones + Sons, Builders

Lot 9, Blk. D, #38,850
" 11, " C, 40,000

TASK 4

RESIDENTAL SALES

Salesperson	Sales to Date
Smith	$1,000,000
Jones	960,000
Harrillson	910,000
Bradley	853,000
Moseley	725,000
Radarman	680,000
Cantwall	250,000
Murphy	330,000

COMMERCIAL SALES

Salesperson	Sales to Date
Wilson	$ 890,000
Rutgers	1,500,000
Logans	1,375,000
Brown	639,000
Matthews	1,060,000
Patrick	722,000
Peterson	750,000
White	525,000

WILLIAMSON REALTY COMPANY

OFFICE ORGANIZATION CHART